

HONEYWELL PROCESS SOLUTIONS

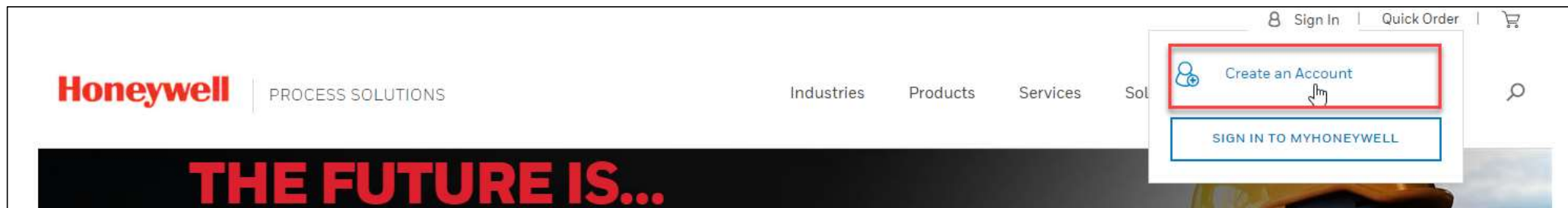
ACCOUNT EXTENSION FEATURE

January 2023

Honeywell

1. REGISTRATION

- If you haven't already, you will need register for the portal in order to access the Order Status tool.
- Navigate to <https://process.honeywell.com/us/en/home>
 - Navigate to the "Sign In" button on the top menu and click "Create an Account"
 - Fill out the form and follow the instructions.
- Click [HERE](#) for a quick video about how to register.
- If you have any issues, contact HPSWeb@honeywell.com

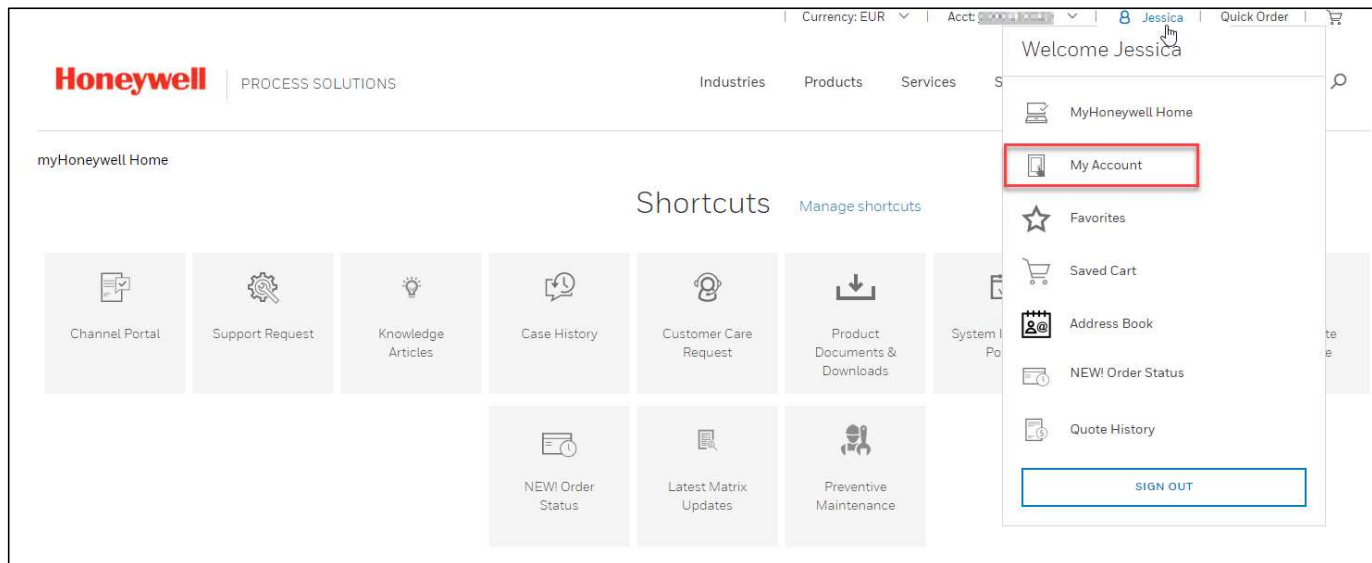


2. DEFINITIONS

- 4 Step registration process
 - Contact Creation or Re-assigned to Primary_Account
- Each Contact has a Primary_Account (employer – employee)
 - Basic functionality - Case creation / KA / PD&D – subject to Service Contracts
 - Portals - subject to separate approval
 - Online purchase - subject to enabled eCommerce Xref Sold-to
- Contact_Account_Map
 - Relationship between Contact and a or multiple “Secondary” account(s) ... (NOT Primary_Account)
- Contacts Can request to be extended to other “secondary” accounts
 - Such request will be “Capability” based for a Pre-defined “Period” against any selected “Account&site” and will be validated by a “Customer Sponsor” and “honeywell Sponsor”.

3. ACCESS THE MY ACCOUNT PAGE

- Navigate to <https://process.honeywell.com/us/en/home>
- Navigate to the “Sign In” button on the top menu and click “Login to MyHoneywell”
- Navigate to your name in the top menu, and click to view the drop-down menu
- Select “MyAccount” to go to the My Account page of the portal.



4. ACCOUNT EXTENSIONS

- From the My Account Page, select “Account Extension Dashboard” to manage your requests and approvals

The screenshot displays the Honeywell website's "My Account" page. At the top, the Honeywell logo is on the left, and navigation links for "Industries", "Products", "Services", "Solutions", "Support", and "News & Events" are on the right. Below the navigation is a dark grey header with "My Account" in white text. Underneath, there are two tabs: "Overview" (which is active and underlined) and "Emails & Notifications". The main content area is titled "Account Information" and includes a gear icon for settings. It shows the user is representing "ATLAS MARINE SERVICES PTE. LTD.". Below this, the user's name is "TPLE Customer Malibu". To the right of the user information, there are two links: "ACCOUNT EXTENSION DASHBOARD" and "CHANGE PASSWORD". A red rectangular box highlights the "ACCOUNT EXTENSION DASHBOARD" link, and a red arrow points to it from the right.

Honeywell | PROCESS SOLUTIONS

Industries Products Services Solutions Support News & Events

My Account

Overview | Emails & Notifications

Account Information

REPRESENTING
ATLAS MARINE SERVICES PTE. LTD.

TPLE Customer Malibu

Address: test address
MIJNSHEERENLAND, Other, 3271 BJ
netherlands

Email: t.pleysier@gmail.com

Phone: +31 186606060

ACCOUNT EXTENSION DASHBOARD
CHANGE PASSWORD

PREVIOUS CONCEPT

My Account

[Overview](#) | [Emails & Notifications](#)

Overview > [Sites](#)

SITES

Primary Sites | [Secondary Sites](#)

Account	Sites	Status	
Global Gas Solutions	Kalmthout	ACTIVE	Remove
Global Gas Solutions	Kalmthout	ACTIVE	Remove
Malibu_ref	Demo JOULE Account	ACTIVE	Remove
Malibu_ref	Demo JOULE Account	ACTIVE	Remove
Malibu_ref	Demo JOULE Account	ACTIVE	Remove
Borough of Quakertown (Inc)	Quakertown	ACTIVE	Remove
YASKOWSKI CONSULTING GROUP, INC.	EAST GREENVILLE	ACTIVE	Remove

Global Gas Solutions	kalmthout Belgium	Not Available <small>Contact Your Account Manager</small>
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ADD NEW SITE

Enter Account Name

Enter Account Site

[CANCEL](#) [ADD](#)



NEW CONCEPT

Currency: EUR | Acct: 1712380 | TPLE SESP BGP Customer | Quick Order |

Honeywell | PROCESS SOLUTIONS | Industries | Products | Services | Solutions | Support | News & Events |

My HPS Home / Secondary Form

Request Secondary Account

Your provided functionalities/capabilities, available against your Primary account site, can be extended to other Account sites on request. Select the capability, extension period and appropriate account site combination. Your assigned Customer sponsor will be invited to validate the request.

Capability

Functionality to be extended to additional Account-Site

Duration

Capability extension Duration for the selected additional Account-site

Account & Site [SELECT ACCOUNT AND SITE](#)

Search for the Account name and select appropriate Account-Site combination

Customer Sponsor

Email of authorised responsible employee (Honeywell portal user) from the additional Account-site to approve extension request

Honeywell Sponsor

Email of authorised Honeywell employee to approve extension request or select "Honeywell to decide" (checkbox below)

Honeywell to Decide

[CANCEL](#) [REQUEST ACCOUNT EXTENSION](#)

Let's Connect!

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5. EXTENSION DASHBOARDS

- **Customer Views**
 - Requestor Dashboard
 - Requestor Details
 - Business Sponsor
 - Business Sponsor Details
- **Internal Views**
 - Honeywell Approver Dashboard
 - Honeywell Approver Dashboard Details

Examples on following slides

ACCOUNT EXTENSION DASHBOARD – CUSTOMERS

Currency: USD | Acct: 178900 | Test | Quick Order

Honeywell | PROCESS SOLUTIONS | Industries | Products | Services | Solutions | Support | News & Events

Account / Account Extension Dashboard

[NEW REQUEST](#)

Account Extension Dashboard

Note: Data refreshes for every 15 minutes

[My Requests](#) | Approvals assigned to me

Filter Results

Open (55) Inactive (2) Active (1)

Account & Site	Capability	Extension Status	Status	Duration	Expiration Date	
Malibu_ref - Demo JOULE Account	Service Requests - Case Creation/Followup	Customer Approval ongoing	Open	12 months	-	Details
Malibu_ref - Demo JOULE	ECommerce	Inactive - Rejected	Inactive	3 months	-	Details

REQUESTOR DASHBOARD DETAIL TAB – CUSTOMERS

✕
SUMMARY

Account Malibu_ref - Demo JOULE Account	Capability Service Requests - Case Creation/Followup	Duration 12 months	Requestor Name Test Without SC gmail.com User Vivek02
Created Date 11/11/2022	Extension Status Honeywell Approval ongoing	Reference Number CAM-302475	Requestor Email hpssafeqa+2@gmail.com
Decision Date 11/14/2022	Status Open		

APPROVER DETAILS

Business Sponsor hpssafeqa@gmail.com	Business Approver Status Approved	Business Decision Date 11/14/2022	Business Feedback test
Honeywell Sponsor hpsweb@honeywell.com	Honeywell Sponsor Status -	Honeywell Decision Date -	Honeywell Feedback -

OK

BUSINESS SPONSOR DASHBOARD – CUSTOMERS



PROCESS SOLUTIONS

Industries

Products

Services

Solutions

Support

News & Events



Account / Account Extension Dashboard

NEW REQUEST

Account Extension Dashboard

Note: Data refreshes for every 15 minutes

My Requests **Approvals assigned to me**

Filter Results

Open (2) Inactive (1)

Account & Site	Capability	Reference Number	Duration	Created Date	Extension Status	Status	
Malibu_ref - Demo JOULE Account	ECommerce	a01M0000009 rWUllAM	3 months	09/21/2022	Inactive - Rejected	Inactive	Details
Malibu_ref - Demo JOULE Account	Service Requests - Case Creation/Followup	a01M0000009 rWUqlAM	3 months	09/21/2022	Honeywell Approval ongoing	Open	Details
Quad Dynamics - Nigeria	ECommerce	a01DD000009 rfmeYAA	3 months	11/08/2022	Honeywell Approval ongoing	Open	Details

Showing 1 to 3 of 3 entries

Previous

1

Next

BUSINESS SPONSOR DASHBOARD DETAILS - CUSTOMERS

REQUEST SUMMARY

Account Malibu_ref - Demo JOULE Account	Capability ECommerce	Duration 3 months	Requestor Name TPLE Customer SESP Malibu
Created Date 9/21/2022	Extension Status Inactive - Rejected	Reference Number CAM-301640	Requestor Email t.pleysier@gmail.com
Decision Date 11/14/2022	Status Inactive		

BUSINESS APPROVER

Approval Decision

Approved

Declined

Cancel - Not Authorized

Feedback to Requestor

CANCEL **SUBMIT**

HONEYWELL APPROVER DASHBOARD – INTERNAL



Account / Secondary Account Requests

Approvals assigned to me

Filter Results

Inactive (1)

Account & Site	Capability	Duration	Created Date	Extension Status	Status	
Malibu_ref - Demo JOULE Account	ECommerce	3 months	11/04/2022	Inactive - Rejected	Inactive	Details

Showing 1 to 1 of 1 entries



HONEYWELL APPROVER DASHBOARD DETAILS - INTERNAL

✕

SUMMARY

Account Malibu_ref - Demo JOULE Account	Capability ECommerce	Duration 3 months	Requestor Name Test Without SC gmail.com User Vivek02
Created Date 11/4/2022	Extension Status Honeywell Approval ongoing	Reference Number CAM-302418	Requestor Email hpssafeqa+2@gmail.com
Status Open			

BUSINESS APPROVER

Business Approver hpssafeqa@gmail.com	Business Approver Date 11/11/2022	Business Approver Decision Approved	Business Approver Feedback test
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Honeywell Approver

Approved
 Declined

Feedback to Requestor

CANCEL SUBMIT

EMAIL TEMPLATES FOR REQUESTORS AND SPONSORS

Dear TPLE Customer SESP Malibu,

Test Without SC gmail.com User Vivek02 is seeking to extend capability to an additional Account site (info listed below) and did nominate you as customer Approver.

Requester: Test Without SC gmail.com User Vivek02

Requested Account Extension: Malibu_ref - Demo JOULE Account

Request reference: CAM-301955

Requested extension Functionality / Capability: Service Requests - Case Creation/Followup

Access of Capability:

- 1.Request and track status on Technical Support requests (Cases)
- 2.Request and track status on Customer Care requests (Cases)
- 3.Migration assistance (Specific service contract is minimum requirement)
- 4.Preventive maintenance (Specific service contract is minimum requirement)
- 5.System Inventory

Requested Extension Duration: 6 months

Date Initiated: 14/10/2022

Assigned Approver: TPLE Customer SESP Malibu

Extension Status: Customer Approval ongoing

Please navigate to process.honeywell.com or login into the portal - my account - Dashboard, and handle the request.

- 1) **Approve:** Agree that requester will have access to data related to the additional Account&site.
- 2) **Reject:** Deny to provide access for requester to data related to additional Account&site.
- 3) **Not Authorised:** You do not find yourself in position to provide the acceptance.

Note: 3 Reminder mails will be sent in case of no action. After that the request will be considered as rejected.

Thanks for your collaboration.

Dear TPLE Partner user Test,

TPLE Customer SESP Malibu is seeking to extend capability to an additional Account site (info listed below) and did nominate you as customer Approver.

Requester: TPLE Customer SESP Malibu

Requested Account Extension: ETTER Engineering Co Inc - Bristol

Request reference: CAM-301963

Requested extension Functionality / Capability: ECommerce

Access of Capability:

1. Online Buying experience (only when buyer access was granted)
2. Order history tracking
3. Quote history tracking

Requested Extension Duration: 3 months

Date Initiated: 10/15/2022

Assigned Approver: TPLE Partner user Test

Extension Status: Customer Approval ongoing

Please navigate to process.honeywell.com or login into the portal - my account - Dashboard, and handle the request.

- 1) **Approve:** Agree that requester will have access to data related to the additional Account&site.
- 2) **Reject:** Deny to provide access for requester to data related to additional Account&site.
- 3) **Not Authorised:** You do not find yourself in position to provide the acceptance.

Note: 3 Reminder mails will be sent in case of no action. After that the request will be considered as rejected.

Thanks for your collaboration.

EMAIL TEMPLATES FOR REQUESTORS AND SPONSORS

Dear Test Contact 1,

Please be informed that Honeywell Rejected your request on 10/13/2022 5:20 PM

Requester: Test Contact 1

Requested Account Extension: Veritas Corp - Neuilly-sur-Seine

Request Reference: CAM-298868

Requested Extension Functionality / Capability: Service Requests - Case Creation/Followup

Requested Extension Duration: 3 months

Date Initiated: 10/13/2022

Assigned Approver: Jim Halpert

Extension Status: Inactive - Rejected

Honeywell Data Team did not approve the request - please reconsider the request or re-submit to new sponsor or contact us through email

Follow up request progress in portal - Please navigate to process.honeywell.com or login into the portal - my account - Dashboard

Thanks for your collaboration.

Rejection Example

THANK YOU